

---

---

**Purpose**

Identify the role of the local agency vendor manager.

---

**Role**

The local agency vendor manager is the primary liaison between the WIC Program and the retailer. The vendor manager serves as the vital link for WIC and the retail community.

The local agency vendor manager assists the State WIC vendor management coordinator in carrying out the vendor management policies and procedures in a fair and consistent manner.

The local agency vendor manager conducts the contacts with the store staff in the areas of vendor management, i.e. selection and authorization, training and education, and monitoring.

An effective vendor manager welcomes comments and input from the WIC retailers; responds in a timely fashion to their questions, concerns, and problems; serves as the local WIC community contact for the retailers; fosters a cooperative spirit with the WIC retail community; and maintains Program strength and integrity through carrying out policies and procedures as directed.

**Responsibilities**

Specific responsibilities of the local agency vendor manager include the following:

Assist in the vendor application process through reviewing the application, conducting the on-site assessment visit, and recommending store approval or non-approval

Coordinate and complete the vendor contract training session

Review problem checks for possible replacement or approval

Follow-up on quarterly price lists

Conduct representative and high risk monitoring visits to stores

Carry out training for store staff

Follow-up on questions from stores, problems, and/or complaints regarding WIC retailers

Maintain communication with WIC store staff

Keep vendor agreements updated as per changes in vendor status

Other responsibilities as outlined in the procedures which follow in Volume IV.